

**Action for Carers Surrey (ACS)
JOB DESCRIPTION**

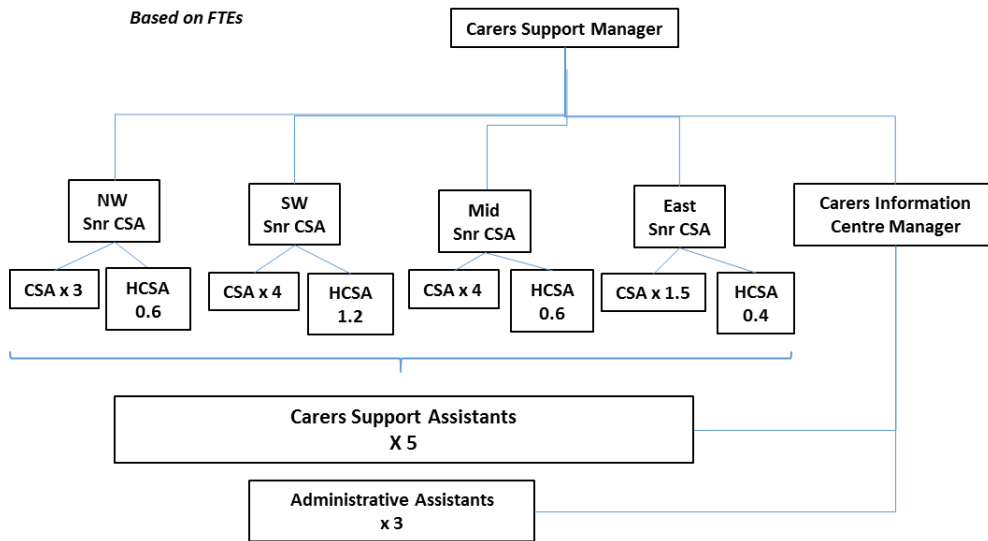
Date created/updated: 31 Jan 17

Job Title	Senior Carers Support Advisor
Service	Carers Support
Reporting to	Carers Support Manager

Scope & Accountability

Direct reports: see organisational chart below
 Headcount: see organisational chart below
 Budget: TBC

Organisational context



Hours	Mid area: <ul style="list-style-type: none"> 1 role of 36 hours per week Evening & weekend hours as required and on a TOIL basis
Pay scale	26,526
Location	Guildford and Home Working

Job purpose

The role of a Senior CSA is to manage a team of CSA's in a defined area within Surrey, deliver equity of opportunity for all carers across the area, and also contribute to countywide equity of service. The role includes developing localised carer awareness through partnership working and sharing of best practice. The post holder will also be willing to, within this role of Senior CSA, take on a lead advisory ('go-to') role in a specific carer category or need, e.g. BAME, parent, mental health, former, working, learning disability, GRT, LBGT, learning & work and others as may be required.

Responsibilities

1. Carry a caseload.
2. Team management:
 - a. allocate cases and monitor the caseload of Carer Support Advisors
 - b. quality control of case notes and advice given
 - c. provide additional advice as required
 - d. supervision and monitoring of timesheets & leave requests to ensure adequate cover and maintain service delivery
 - e. staff training & development
3. Work with peers from other areas to share knowledge and ensure equity of service across the county.
4. Monitor and record area outcomes and KPI's, provide monthly reports, case studies and recommendations. Ensure client files are up to date and tiered correctly.
5. Facilitate and support initiatives for carers by developing carer's networks, planning and delivery of countywide training, workshops, information events, and community engagement programmes, and expand the carers' self-help offer, including peer support.
6. Develop and deliver carer awareness training, briefings and presentations to health and social care professionals.
7. Engage with potential partners re delivery of joint training offers for carers.
8. Work with CIC Manager to ensure seamless service for carers.
9. Support volunteers.
10. Be the lead contact for GP's in the area.
11. Provide an area overview through monitoring to contribute to raising awareness of the needs of carers amongst policy makers, service providers and carers themselves.
12. Work with employers to promote identification of hidden carers.
13. Work within agreed budgets and provide reports and evaluations by required deadlines as required.
14. Attend and pro-actively contribute to team meetings, individual supervisions with line manager and internal communication meetings.
15. Attend mandatory and other training identified by ACS.
16. Ensure all work with carers meets current legislative requirements, good practice and is in line with ACS policies and procedures, in particular in relation to confidentiality.
17. Be an ACS Named Person for Adult Safeguarding, to advise on actions and to ensure the Policy and the procedure are followed through to completion.
18. Work in accordance with the ACS Code of Conduct.
19. Understand and implement policies, standards and procedures of ACS.
20. Provide equality of delivery regardless gender, gender identity, marital status, sexual orientation, race, colour, nationality, religion, age, disability, HIV positivity, working pattern, level of caring responsibilities or political beliefs.
21. Undertake any other duties as appropriate and commensurate with the grading of the post.

Person Specification

Qualifications	Essential	Desirable
1. Minimum GCSE English grade C – or equivalent	Essential	
2. Qualification in community work, presenting or training, or counselling, or evidence of competence in these areas	Essential	
Skills, Experience & Knowledge		
3. Experience of working with carers and families e.g. in social work/ health/ education/ youth service/ voluntary sector / individual or group settings	Essential	
4. Experience of working in a statutory or voluntary organisation	Essential	
5. Experience of line managing a team of front line delivery staff or volunteers	Essential	
6. Experience of monitoring, recording and managing outcomes for staff and clients	Essential	
7. Experience of planning, facilitating, budgeting and evaluating issue based case work and activity	Essential	
8. Experience of planning and delivering training to other professionals	Essential	
9. Ability to deliver and facilitate training and information sessions to groups of people	Essential	
10. Knowledge of the legislation relevant to carers and disabled people, and in particular The Care Act 2014, Children & Families Act 2014 & National Carers Strategy	Essential	
11. Basic welfare benefits and Continuing Healthcare knowledge	Essential	
12. Understanding of carer's rights, trained in safeguarding of adults at risk to Level 2 and Managing Safely at Level 3.	Essential	
13. Willingness and ability to, within the role of Senior CSA, take on a lead advisory ('go-to') role in a specific carer category. E.g. BAME, parent, mental health, learning & work, learning disability, GRT, LBGT and others as required	Essential	
14. Knowledge and experience of working with cultural diversity	Essential	
15. Up to date competence in standard Office applications, databases and report writing	Essential	
Personal qualities		
16. Good, sensitive telephone and face to face manner with effective written, verbal communication and active listening skills	Essential	
17. Ability to develop and maintain professional relationships and boundaries with clients and professionals	Essential	
18. Ability to multi-task, set priorities and manage time effectively	Essential	
19. Ability to use own initiative, be resilient and work without direct supervision	Essential	

20. Friendly and approachable with the ability to form good working relationships	Essential	
21. Ability to mentor	Essential	
22. A flexible approach to working hours	Essential	
23. A positive approach to team working	Essential	
Specific requirements of the post		
24. Occasional evening and weekend work	Essential	
25. Current driving license and use of a road worthy vehicle	Essential	
26. Willingness to carry out on-call duties, provide cover on a rota for CIC Manager for out of hours service and absence cover for CIC Manager as required	Essential	
Other - none		